

## DRAFT FY10 GOALS - STATUS as of 8/24

SO'K

1. *(Preliminary approval, 8/10 meeting)* The Town Manager shall develop specific recommendations for consideration by the Select Board to address the revenue crisis, including the generation of new revenue; reducing expenses through efficiencies in Town structure and service delivery; negotiating contracts through the collective bargaining process that are reflective of the community's capability and willingness to support; and pursuit of an increased economic development profile to increase the tax base and reduce the burden on residential property taxpayers.
2. *(Preliminary approval, 8/10 meeting)* The Town Manager shall continue to strengthen relationships with UMass and the Colleges, and to actively engage community groups.
3. *(Reflects suggestions from 8/10 meeting)* The Town Manager shall assess the state of communication and morale among staff. The Town Manager shall inform the Select Board of his findings, and of his plans for making any improvements.
4. *(Reflects suggestions from 8/10 meeting)* The Town Manager shall assess the functioning of the Human Resources Department and the Town's Human Resources needs. The Town Manager shall inform the Select Board of his findings, and of his plans to ensure that the organization's needs are fully met.
5. *(Preliminary approval, 8/10 meeting)* The Town Manager shall continue to work closely with the Select Board by helping the Select Board to become more informed; responding to and initiating improved communication efforts; allowing the Select Board more opportunity to provide feedback on policy/practice initiatives and changes before implementation; and involving the Select Board in the determination of collective bargaining strategies.
6. The Town Manager shall create a work environment in which staff at all levels are expected to offer suggestions for improving the efficiency of service provision and resource utilization within and across departments. The Town Manager shall inform the Select Board about the variety of ways such suggestions are being encouraged, collected, considered and implemented. *(Per 8/10 discussion: needs amending to include sense of culture of receptivity to new ideas and sense of different mechanisms for providing that.)*
7. The Town Manager shall **continue efforts to** research and propose ways to collect "customer satisfaction" feedback and suggestions from the public, regarding interactions with staff and departments, and the process of obtaining services and assistance. **KEEP, AS AMENDED**
8. The Town Manager shall assess opportunities for creating a centralized system for targeted recruitment, training and retention of volunteers to address needs across Town departments. **NEEDS MORE SPECIFICITY – Maybe combine with #7?**

**New goal concepts, to be fleshed out:** A new economic development/plan goal, A goal related to bargaining of the new contracts this year, A goal related to a plan for Town-owned buildings